

# Collections Chronicle

The Department of the Treasury | Bureau of the Fiscal Service

## INSIDE THIS ISSUE:

Agency Relationship Mgmt.	2
eCollections	3
eCommerce	4
Pay.gov	4
On-line Bill Payment	5
Card Acquiring Service	5
Electronic Check Processing	5
Treasury Collateral Mgmt.	6
OTCnet	6
Collections Info Repository	6
Electronic Fed Tax Payments	7
Cash Mgmt. Improvement Act	7
General Lockbox Network	7
Contact us!	8



## Assistant Commissioner's Corner

*Corvelli A. McDaniel, Assistant Commissioner Revenue Collections Management*

The term E pluribus unum is a Latin phrase that means "out of many, one". It is the motto featured on the Great Seal of the United States. Out of many states emerges a single nation. By Act of Congress on February 12, 1873, the words E pluribus unum must be inscribed upon the coins of the U.S. But to a greater degree, it should be an inspiration to all of us that E pluribus unum, proposed as the motto by Thomas Jefferson, Benjamin Franklin, and John Adams in 1776, aptly emblemizes the diversity of the American people. The phrase in the year 2015, is still a symbolic reflection of our nation's strength and dynamism.

E pluribus unum - out of many peoples, races, religions, languages and ancestries has emerged a single nation. While inclusivity helps and will always help us to be a greater nation, it is more challenging today because we are a more diverse America as opposed to 1776 when the motto was first used.

This is where you and I come in. "E pluribus unum" - out of many Government agencies come one. Although representing a wide range of responsibilities, one Government representing cohesion, cooperation, unity - Government agencies working together to deliver excellence to the citizens we both represent (as public servants) and serve.



Working together to embody a strong and effective Government is a great way to perpetuate E pluribus unum. This is one of the principles that motivates us to value every opportunity to serve our agency customers and rise to the complex challenges our Government faces.

## Agency Relationship Management (ARM)

*Customer Engagement: Not Just the latest Buzzword but rather an emerging culture within RCM!*

Type "customer engagement" into Google and you get almost 75 million results. The concept of customer engagement is not just the latest buzzword but rather represents a transformative industry trend within the private sector and the government. Companies and government agencies alike that excel will place greater emphasis on customer advocacy and engagement as well as broadcast media in 2015 as mentioned in the recent "Summit on Customer Engagement" (Redwood City, CA).

It is no surprise then, at Revenue Collections Management (RCM) we talk a lot about customer engagement. And I truly mean a lot. But it's not just something we talk about rather something that we are working towards ingraining into our culture as well. We want to place our customer front and center. The first step in doing that is truly understanding customer engagement.

What does customer engagement actually mean? There are plenty of definitions out there. But we at RCM like to look at it from a customer point of view- because one thing we all have in common is that we're all customers. We want to be listened to, we want to be treated well, we want our needs met. It's really that simple. The company/government agency that can do that is the one that wins our business and partnership.

Customer engagement today means implementing a strategy and tools that enable you to monitor what is being said about your brand, products and services on social networks and interagency

networks. You may no longer be able to control the conversation the way you did in the era of push marketing, but you can participate in the social conversation and help to shape its direction by responding appropriately to mentions of your business.

\*The conclusion of this article can be found on page 3

CUSTOMER  
FEEDBACK  
SUPPORT  
INNOVATIVE  
QUALITY  
EXCELLENT  
FRIENDLY

did you know?

That every agency has  
a **designated** Agency  
Relationship Manager?

Click [HERE](#) to find out  
who your ARM rep is  
today!

## Agency Relationship Management (ARM)

*Customer Engagement: Not Just the latest Buzzword but rather an emerging culture within RCM! (Cont'd.)*



At RCM one of the ways we are trying to do that is by enabling the ability to interact with our customers on their terms, meaning they dictate the when and where. For example: providing customer information via Twitter, hosting and moderating webinars, in-person forums and now our first all-encompassing RCM newsletter. To us, it's all about getting close to customers where they are.

Is customer engagement a buzzword? Certainly. But you only get to be a buzzword by having at your foundation an important and essential truth: your business will not survive without customers. We at RCM will not be able to serve the American public and advance our mission and vision without our agency customers by our side. That's one thing that hasn't changed whether that is in the private sector or here within the federal government, however, how we engage with customers and keep them in the fold continues to shift.

RCM does not want to just deliver our,

products, services or initiatives as solutions. We Want to ENGAGE. We want to truly transform customer engagement by driving better business outcomes as we listen to your needs. And of all, we want to lead pro-active customer interactions through effective and efficient outreach processes.

As I end, I am reminded of a few words from Jeff Bezos, CEO of amazon.com: "We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better". With that said, I encourage and welcome your feedback as our customers. So to start things off, I will ask the question: How can we better share information on all things "Collections" related with you?

For more information on customer engagement contact:

Madiha Latif, Director ARM Division

[Madiha.latif@fiscal.treasury.gov](mailto:Madiha.latif@fiscal.treasury.gov)

## eCollections Initiative

*What's in Your Toolbox?*

eCollections, is an initiative of the U.S. Treasury's Bureau of the Fiscal Service, focused on partnering with federal agencies to ensure they are using the right set of existing electronic options and to deliver a range of tools and tactics that help them increase electronic financial transactions, through the use of a dynamic set of tools and tactics, combined with

agency specific strategies, we are able to achieve greater adoption of electronic payment choices. eCollections focuses on collections that are initiated electronically and works with agencies to help them convert paper-based payments to existing electronic channels such as Pay.gov Fedwire and other private-sector payment

technologies, such as automated clearing house (ACH) payments, on-line bill payment, and digital wallets such as PayPal and Dwolla.

For more information on eCollections please contact:

[ecollections@fiscal.treasury.gov](mailto:ecollections@fiscal.treasury.gov)

## eCommerce

### *Aligning Government with Industry Standards*

The eCommerce vision at RCM is to incorporate industry standards and norms into the world of government collections, and it is through our eCommerce efforts that we plan to get there. Our eCommerce initiative has 3 pillars: Digital Wallets, Mobile apps, and On-line Bill Presentment, and On-line Bill Payment (OLBP).

Digital Wallet providers are third party service providers that specialize in online and mobile payments. A Digital Wallet processes payments on behalf of an institution or person. Users store their payment information for later access with any number of merchants. They allow people to use the same convenient third party services to merchants, rather than having to provide payment information to the government repeatedly or store it with the government for subsequent re-use. RCM has added both PayPal

and Dwolla, as payment mechanisms on Pay.gov.

Mobile is one of the quickest changing areas of eCommerce. Smart phones are swiftly becoming integral to collections. They can authenticate, scan checks, and even accept credit cards. Several federal agencies have expressed interest in a Treasury mobile application allowing for similar functionality. Later this year, RCM will deliver an agency facing mobile app with check capture functionality. The mobile app will be piloted by the IRS who will roll it out to Revenue agents in the field to accelerate the deposit of paper checks. A customer facing mobile app with card, ACH, and digital wallet functionality will be available for piloting by the summer.

On-line Bill Payment allows consumers to use their online banking programs to make

payments to the government. RCM's Credit Gateway is working with the major online banking software providers to make it easier for the public to make on-line bill payments, and to ensure that electronic on-line bill payments do not drop to check. Agencies can already alert their customers of a bill via email using Pay.gov. RCM's potential On-line Bill Presentment solutions would expand upon this ability.

We are excited to work with Federal Program Agencies on our eCommerce initiatives, for one or more of the pillars.

Please let us know if you are interested by contacting your Agency Relationship Manager or Joseph Edwards, [joseph.edwards@fiscal.treasury.gov](mailto:joseph.edwards@fiscal.treasury.gov)



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## Pay.gov

### *Collect On-line, Anytime*

You can use Pay.gov, to make secure electronic payments to federal government agencies directly from your bank

account or by credit/debit card. You can also complete forms and submit queries online 24 hours a day.

Want to know more? Email [pay.gov@fiscal.treasury.gov](mailto:pay.gov@fiscal.treasury.gov)



## On-line Bill Payment

*Bill Payment More Convenient, More Control, & More Security*

On-line Bill Payment (OLBP) is a secure, convenient and efficient tool that allows individual customers to pay bills via Automatic Clearing House (ACH Credit) by logging into their bank's website. This option gives

customers more control of their payments. Payments are guaranteed funds and are ten times more secure versus checks.

WANT TO KNOW MORE?  
Contact the Settlement Services Division for program information:

Settlement Services at  
202-874-5282 or  
[settlement.services@fiscal.treasury.gov](mailto:settlement.services@fiscal.treasury.gov)



## Card Acquiring Service (CAS)

*Updates Coming Regarding Credit Cards*

On October 17, 2014, the President signed an Executive Order (EO) designed to strengthen the security of retail payments across the country. Section 1 of the EO requires Executive Branch agencies to transition payment processing terminals and credit, debit, and other

payment cards to employ enhanced security features, specifically Eurocard, MasterCard, and Visa- EMV chip and pin technology. If you would like to learn more about the EMV migration please visit the EMV resource page at: <http://fms.treas.gov/cas/emv.html>

Lastly the CAS would like to remind everyone that effective June 1, 2015: the maximum transaction limit for credit card transactions will be reduced to \$24,999.99

Any questions contact:  
[CardAcquiringService@fiscal.treasury.gov](mailto:CardAcquiringService@fiscal.treasury.gov)

## Electronic Check Processing (ECP)

*Accelerating Deposits*

ECP is a systematic method used to convert paper checks into ACH transactions or Check21 items via a lockbox network. Currently, Federal Agency's allows Financial Agents (FAs) to receive payment and remittance documents on their behalf. The FAs are responsible for transmitting the files

(including images) to the ECP system via Connect Direct. Once all transaction data and images are sent to ECP, users are able to immediately log in to the ECP system and view their information. Clients also have the capability to pull reports in ECP, based on particular information they require. ECP is also responsible for

transmitting the payment file information, known as the forward file, and images to Debit Gateway, to settle the funds. Items are typically settled in ECP the next business day. Deposit information, are sent to the Collections Information Repository (CIR). You may contact Mariel Castro [mariel.castro@fiscal.treasury.gov](mailto:mariel.castro@fiscal.treasury.gov) for ECP questions

## Treasury Collateral Management and Monitoring

### *Protecting Deposits*

All public money on deposit with a commercial bank or credit union must be protected against loss (31 CFR Part 202).

FDIC and NCUA insure federal agency deposits up to \$250,000, but any amount over that threshold needs to be secured by collateral.

Treasury Collateral Management and Monitoring (TCMM) is the government's tool for managing and monitoring collateral. TCMM is a web-based application that will compare an agency's collateral requirement against the amount of collateral pledged by their depository institution.

TCMM will also support collateral pledged in lieu of a surety bond to a federal agency (31 CFR Part 225). If you have any questions about TCMM please contact:

[Mark.stromer@fiscal.treasury.gov](mailto:Mark.stromer@fiscal.treasury.gov)

## OTCnet

### *Release 2.0*

You may have recently noticed some new and exciting features on OTCnet. This was because OTCnet just had their latest release. Release 2.0 introduced exciting new features to OTCnet that strengthen the application and

address agency feedback. This release focuses primarily on adding the multiple Classification Key (C-Key) functionality to the Check Capture Component. Additionally this release adds the reporting of Adjustments,

Corrections, and Rescissions (ACR) for Check Capture.

Any OTCnet questions can be sent to:

[fms.otcdeployment@citi.com](mailto:fms.otcdeployment@citi.com)

## Collections Information Repository

### *Improving Reports*



The Collections Information Repository (CIR) is a transaction broker, data warehouse, and reporting solution that provides the Bureau of the Fiscal Service and Trading Partners with a single touch-point to exchange all financial

transaction information for settled transactions across all collections systems. CIR greatly improves the way government agencies collect, analyze, and redistribute financial transaction information, which in turn eliminates

redundancies and disconnects across and between the numerous point-to-point connections currently in place between collections agents and federal agencies.

For more information contact: [cir@pnc.com](mailto:cir@pnc.com)

## Electronic Federal Tax Payments (EFTPS)

### *Digitizing Federal Tax Payments*

The Electronic Federal Tax Payment System (EFTPS) offers businesses, individuals, and federal agency taxpayers the ability to make federal tax payments electronically. EFTPS is developed and hosted by the Bureau of the Fiscal Service on behalf of the Internal

Revenue Service. There is no charge to use EFTPS. Payments can be made through the Internet, over the phone (both automated and with an operator), or through third parties such as tax preparers, financial institutions and payroll service providers. EFTPS

collects over \$2 Billion daily and over \$2.3 Trillion each year. EFTPS operates a 24x7x365 call center to assist taxpayers in the use of the system or to take payments. Contact: [eftps@fiscal.treasury.gov](mailto:eftps@fiscal.treasury.gov) for questions

## Cash Management Improvement Act (CMIA)

### *Ensuring Efficient Practices*

The Cash Management Improvement Act Division provides an efficient and effective cash management program that ensures the timely flow of federal financial assistance between the federal government and the states.

The division implements the objectives of the Cash Management

Improvement Act of 1990, which include: (1) minimizing the time between the drawdown of funds from Treasury and the disbursement of these funds by the state for program purposes; and (2) ensuring that federal funds are available when requested, and (3) to assess an interest liability

to the Federal Government and/or the States to compensate for the lost value of funds.

Address any CMIA questions to: [cmia@fiscal.treasury.gov](mailto:cmia@fiscal.treasury.gov)

## General Lockbox Network

### *Your Mail Solution*

The General Lockbox Network (GLN) provides a collection and processing service provided by Qualified Lockbox Providers (QLPs) that act as financial agents of the United States to help federal government agencies process paper

checks and other non-tax remittances received through the mail. The GLN and federal government agencies work together to decide if a paper lockbox is the best solution especially since there are other electronic collection channels to choose. Before a decision is

made, many factors are considered, including collection totals of items and checks, whether paper remittances or original documents, for legal purposes, are required to be collected, and alternatively could remittances be paid through electronic means. Further information contact [lisa.borges@fiscal.treasury.gov](mailto:lisa.borges@fiscal.treasury.gov)



## CONTACT US!

For information about RCM's programs and services, please contact your Agency Relationship Manager or Agency Relationship Management (ARM) Division by any of the following means: E-mail, twitter, or web!



[ARM@fiscal.treasury.gov](mailto:ARM@fiscal.treasury.gov)



[@FiscalService](https://twitter.com/FiscalService)



<https://www.fms.treas.gov/arm>

**Contact  
Us  
Today!**



Your ARM team from left to right

Top: Moses Saldana, Madiha Latif, Donald Dokas, Jamal McCrea

Bottom: Alexandra Kirk, Angela Smith, Joann Franklin

